

Enterprise Incident Report October 2012

As of 11/1/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Public Safety	Application Development	Hung Nguyen	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Capitol Desktop Support	Brian Bintz	0 0	1 0	0 0	1 0
		Joshua Furgason	0 0	2 2	0 0	2 2
		Tom Hanson	0 0	28 26	0 0	28 26
		Assigned to Individual Total	0 0	31 28	0 0	31 28
	Capitol Hosting	Matt Dunlap	1 0	0 0	0 0	1 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0
	Enterprise Security	Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	4 4	0 0	4 4
		Eileen Dubach	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	6 6	0 0	6 6
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	13 13	0 0	13 13
	Metro A Help Desk	Ed Conrad	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	114 80	0 0	114 80

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0	189	1	190
			0	188	1	189
		Assigned to Individual Total	0	303	1	304
			0	268	1	269
	Metro C Hosting	Scott Gabbert	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	0	0	1
			0	0	0	0
	Metro C West Desktop Support	Brian Bobo	0	6	0	6
			0	6	0	6
		Jared B Jensen	0	4	0	4
			0	4	0	4
		Torrens Arnold	0	49	0	49
			0	49	0	49
	Network Operations	Kelli Okumura	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	11	0	11
			0	7	0	7
		Jay Barfuss	0	2	0	2
			0	1	0	1
		Jeremy Standifird	0	1	0	1
			0	0	0	0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural Central Desktop Support	Assigned to Individual Total	0	14	0	14
			0	8	0	8
	Rural North Desktop Support	Neil Smedley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural South Desktop Support	Doug Thornton	0	2	0	2
			0	2	0	2
		Joel Finlinson	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Technical Lead/Project Manager	Fred Schmidt	0	1	0	1
			0	0	0	0
		Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Voice Engineering	Debbie Bauman	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		James Gifford	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	13 4	0 0	13 4
	Voice/Data/WAN Services	Mark Thomas	0 0	3 0	0 0	3 0
		Mitch Hood	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		3 0	469 396	2 2	474 398
Customer Company Total			3 0	469 396	2 2	474 398

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Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Public Safety	Application Development	Hung Nguyen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Capitol Desktop Support	Brian Bintz	0 0	1 0	0 0	1 0
		Joshua Furgason	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	28 1	0 0	28 1
		Assigned to Individual Total	0 0	31 1	0 0	31 1
	Capitol Hosting	Matt Dunlap	1 1	0 0	0 0	1 1

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 1	0 0	0 0	2 1
	Enterprise Security	Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	114 0	0 0	114 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	189 1	1 1	190 2
		Assigned to Individual Total	0 0	303 1	1 1	304 2
	Metro C Hosting	Scott Gabbert	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Metro C West Desktop Support	Brian Bobo	0 0	6 0	0 0	6 0
		Jared B Jensen	0 0	4 0	0 0	4 0
		Torrens Arnold	0 0	49 0	0 0	49 0
		Tyson Wall	0 0	11 0	0 0	11 0
		Assigned to Individual Total	0 0	70 0	0 0	70 0
	Network Operations	Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	11 0	0 0	11 0
		Jay Barfuss	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural Central Desktop Support	Assigned to Individual Total	0	14	0	14
			0	0	0	0
	Rural North Desktop Support	Neil Smedley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural South Desktop Support	Doug Thornton	0	2	0	2
			0	0	0	0
		Joel Finlinson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	3	0	3
			0	1	0	1
	Technical Lead/Project Manager	Assigned to Individual Total	0	4	0	4
			0	1	0	1
		Fred Schmidt	0	1	0	1
			0	1	0	1
	Voice Engineering	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	2	0	2
		Debbie Bauman	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		James Gifford	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Voice/Data/WAN Services	Mark Thomas	0 0	3 0	0 0	3 0
		Mitch Hood	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		3 1	469 6	2 1	474 8
Customer Company Total			3 1	469 6	2 1	474 8

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Development	Hung Nguyen	0 0.00	0 0.00	1 0.15	1 0.15
		Assigned to Individual Total	0 0.00	0 0.00	1 0.15	1 0.15
	Application Services	Danielle Hood	0 0.00	2 0.02	0 0.00	2 0.02
		Dustin Crump	0 0.00	2 0.33	0 0.00	2 0.33
		Martin Gonzalez	0 0.00	1 2.17	0 0.00	1 2.17
		Assigned to Individual Total	0 0.00	5 0.57	0 0.00	5 0.57
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.00	0 0.00	1 0.00
		Joshua Furgason	0 0.00	2 0.01	0 0.00	2 0.01
		Tom Hanson	0 0.00	28 0.21	0 0.00	28 0.21
		Assigned to Individual Total	0 0.00	31 0.19	0 0.00	31 0.19
	Capitol Hosting	Matt Dunlap	1 1.11	0 0.00	0 0.00	1 1.11

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Hosting	Mike Tyrrell	1 0.29	0 0.00	0 0.00	1 0.29
		Assigned to Individual Total	2 0.70	0 0.00	0 0.00	2 0.70
	Enterprise Security	Sharon Smith	0 0.00	1 0.49	0 0.00	1 0.49
		Assigned to Individual Total	0 0.00	1 0.49	0 0.00	1 0.49
	Help Desk	Brenda Treadway	0 0.00	4 0.13	0 0.00	4 0.13
		Eileen Dubach	0 0.00	2 0.15	0 0.00	2 0.15
		Julie VanBeekum	0 0.00	6 0.14	0 0.00	6 0.14
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	13 0.13	0 0.00	13 0.13
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro B Help Desk	Todd Manning	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Metro C Help Desk	Bill Hall	0 0.00	114 0.00	0 0.00	114 0.00

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	189 0.01	1 1.04	190 0.02
		Assigned to Individual Total	0 0.00	303 0.01	1 1.04	304 0.01
	Metro C Hosting	Scott Gabbert	1 0.12	0 0.00	0 0.00	1 0.12
		Assigned to Individual Total	1 0.12	0 0.00	0 0.00	1 0.12
	Metro C West Desktop Support	Brian Bobo	0 0.00	6 0.00	0 0.00	6 0.00
		Jared B Jensen	0 0.00	4 0.00	0 0.00	4 0.00
		Torrens Arnold	0 0.00	49 0.00	0 0.00	49 0.00
		Tyson Wall	0 0.00	11 0.03	0 0.00	11 0.03
		Assigned to Individual Total	0 0.00	70 0.00	0 0.00	70 0.00
	Network Operations	Kelli Okumura	0 0.00	1 0.69	0 0.00	1 0.69
		Assigned to Individual Total	0 0.00	1 0.69	0 0.00	1 0.69
	Rural Central Desktop Support	Gerald Adams	0 0.00	11 0.00	0 0.00	11 0.00
		Jay Barfuss	0 0.00	2 0.00	0 0.00	2 0.00
		Jeremy Standifird	0 0.00	1 0.00	0 0.00	1 0.00

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	14 0.00	0 0.00	14 0.00
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	1 0.02	0 0.00	1 0.02
	Rural South Desktop Support	Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.15	0 0.00	1 0.15
		Luis Larios	0 0.00	3 0.79	0 0.00	3 0.79
		Assigned to Individual Total	0 0.00	4 0.63	0 0.00	4 0.63
	Technical Lead/Project Manager	Fred Schmidt	0 0.00	1 217.97	0 0.00	1 217.97
		Martin Gonzalez	0 0.00	1 1.25	0 0.00	1 1.25
		Assigned to Individual Total	0 0.00	2 109.61	0 0.00	2 109.61
	Voice Engineering	Debbie Bauman	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	0 0.00	1 0.06

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Voice Operations	Gail Christiansen	0 0.00	4 0.30	0 0.00	4 0.30
		James Gifford	0 0.00	2 0.46	0 0.00	2 0.46
		Kelly Johnson	0 0.00	2 0.30	0 0.00	2 0.30
		Romanza Hamblin Sorensen	0 0.00	5 0.25	0 0.00	5 0.25
		Assigned to Individual Total	0 0.00	13 0.31	0 0.00	13 0.31
	Voice/Data/WAN Services	Mark Thomas	0 0.00	3 0.35	0 0.00	3 0.35
		Mitch Hood	0 0.00	2 0.11	0 0.00	2 0.11
		Assigned to Individual Total	0 0.00	5 0.25	0 0.00	5 0.25
	Assigned Group Total		3 0.51	469 0.52	2 0.59	474 0.52
Customer Company Total			3 0.51	469 0.52	2 0.59	474 0.52

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Development	Hung Nguyen	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Application Services	Danielle Hood	0 0	2 0	0 0	2 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Capitol Desktop Support	Brian Bintz	0 0	1 0	0 0	1 0
		Joshua Furgason	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	28 2	0 0	28 2
		Assigned to Individual Total	0 0	31 2	0 0	31 2
	Capitol Hosting	Matt Dunlap	1 0	0 0	0 0	1 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0
	Enterprise Security	Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	4 0	0 0	4 0
		Eileen Dubach	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	6 0	0 0	6 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Metro A Help Desk	Ed Conrad	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	114 0	0 0	114 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	189 0	1 0	190 0
		Assigned to Individual Total	0 0	303 0	1 0	304 0
	Metro C Hosting	Scott Gabbert	1 1	0 0	0 0	1 1
		Assigned to Individual Total	1 1	0 0	0 0	1 1
	Metro C West Desktop Support	Brian Bobo	0 0	6 0	0 0	6 0
		Jared B Jensen	0 0	4 0	0 0	4 0
		Torrens Arnold	0 0	49 0	0 0	49 0
		Tyson Wall	0 0	11 1	0 0	11 1
		Assigned to Individual Total	0 0	70 1	0 0	70 1
	Network Operations	Kelli Okumura	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Gerald Adams	0 0	11 0	0 0	11 0
		Jay Barfuss	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Rural Central Desktop Support	Assigned to Individual Total	0	14	0	14
			0	0	0	0
	Rural North Desktop Support	Neil Smedley	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Rural South Desktop Support	Doug Thornton	0	2	0	2
			0	0	0	0
		Joel Finlinson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	1	0	1
			0	0	0	0
		Luis Larios	0	3	0	3
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
			0	0	0	0
	Technical Lead/Project Manager	Fred Schmidt	0	1	0	1
			0	1	0	1
		Martin Gonzalez	0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
			0	0	0	0
	Voice Engineering	Debbie Bauman	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		James Gifford	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Voice/Data/WAN Services	Mark Thomas	0 0	3 0	0 0	3 0
		Mitch Hood	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		3 1	469 4	2 1	474 6
Customer Company Total			3 1	469 4	2 1	474 6

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Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Public Safety	Application Development	Hung Nguyen	0 0.00	0 0.00	1 5.42	1 5.42
		Assigned to Individual Total	0 0.00	0 0.00	1 5.42	1 5.42
	Application Services	Danielle Hood	0 0.00	2 1.72	0 0.00	2 1.72
		Dustin Crump	0 0.00	2 1.40	0 0.00	2 1.40
		Martin Gonzalez	0 0.00	1 3.90	0 0.00	1 3.90
		Assigned to Individual Total	0 0.00	5 2.03	0 0.00	5 2.03
	Capitol Desktop Support	Brian Bintz	0 0.00	1 0.29	0 0.00	1 0.29
		Joshua Furgason	0 0.00	2 0.11	0 0.00	2 0.11
		Tom Hanson	0 0.00	28 2.26	0 0.00	28 2.26
		Assigned to Individual Total	0 0.00	31 2.06	0 0.00	31 2.06
	Capitol Hosting	Matt Dunlap	1 1.95	0 0.00	0 0.00	1 1.95

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Hosting	Mike Tyrrell	1 0.29	0 0.00	0 0.00	1 0.29
		Assigned to Individual Total	2 1.12	0 0.00	0 0.00	2 1.12
	Enterprise Security	Sharon Smith	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	1 0.67	0 0.00	1 0.67
	Help Desk	Brenda Treadway	0 0.00	4 0.13	0 0.00	4 0.13
		Eileen Dubach	0 0.00	2 0.15	0 0.00	2 0.15
		Julie VanBeekum	0 0.00	6 0.34	0 0.00	6 0.34
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	13 0.20	0 0.00	13 0.20
	Metro A Help Desk	Ed Conrad	0 0.00	1 0.65	0 0.00	1 0.65
		Assigned to Individual Total	0 0.00	1 0.65	0 0.00	1 0.65
	Metro B Help Desk	Todd Manning	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	1 0.67	0 0.00	1 0.67
	Metro C Help Desk	Bill Hall	0 0.00	114 0.50	0 0.00	114 0.50

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	189 0.02	1 1.04	190 0.02
		Assigned to Individual Total	0 0.00	303 0.20	1 1.04	304 0.20
	Metro C Hosting	Scott Gabbert	1 5.09	0 0.00	0 0.00	1 5.09
		Assigned to Individual Total	1 5.09	0 0.00	0 0.00	1 5.09
	Metro C West Desktop Support	Brian Bobo	0 0.00	6 0.00	0 0.00	6 0.00
		Jared B Jensen	0 0.00	4 0.00	0 0.00	4 0.00
		Torrens Arnold	0 0.00	49 0.00	0 0.00	49 0.00
		Tyson Wall	0 0.00	11 0.59	0 0.00	11 0.59
		Assigned to Individual Total	0 0.00	70 0.09	0 0.00	70 0.09
	Network Operations	Kelli Okumura	0 0.00	1 0.73	0 0.00	1 0.73
		Assigned to Individual Total	0 0.00	1 0.73	0 0.00	1 0.73
	Rural Central Desktop Support	Gerald Adams	0 0.00	11 1.96	0 0.00	11 1.96
		Jay Barfuss	0 0.00	2 0.00	0 0.00	2 0.00
		Jeremy Standifird	0 0.00	1 2.42	0 0.00	1 2.42

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural Central Desktop Support	Assigned to Individual Total	0 0.00	14 1.84	0 0.00	14 1.84
	Rural North Desktop Support	Neil Smedley	0 0.00	1 0.02	0 0.00	1 0.02
		Assigned to Individual Total	0 0.00	1 0.02	0 0.00	1 0.02
	Rural South Desktop Support	Doug Thornton	0 0.00	2 0.00	0 0.00	2 0.00
		Joel Finlinson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Strategic Communications	Dennis Rogers	0 0.00	1 0.15	0 0.00	1 0.15
		Luis Larios	0 0.00	3 4.61	0 0.00	3 4.61
		Assigned to Individual Total	0 0.00	4 3.49	0 0.00	4 3.49
	Technical Lead/Project Manager	Fred Schmidt	0 0.00	1 217.99	0 0.00	1 217.99
		Martin Gonzalez	0 0.00	1 4.24	0 0.00	1 4.24
		Assigned to Individual Total	0 0.00	2 111.11	0 0.00	2 111.11
	Voice Engineering	Debbie Bauman	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	1 0.06	0 0.00	1 0.06

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Voice Operations	Gail Christiansen	0 0.00	4 0.50	0 0.00	4 0.50
		James Gifford	0 0.00	2 1.20	0 0.00	2 1.20
		Kelly Johnson	0 0.00	2 0.66	0 0.00	2 0.66
		Romanza Hamblin Sorensen	0 0.00	5 0.86	0 0.00	5 0.86
		Assigned to Individual Total	0 0.00	13 0.77	0 0.00	13 0.77
	Voice/Data/WAN Services	Mark Thomas	0 0.00	3 0.55	0 0.00	3 0.55
		Mitch Hood	0 0.00	2 0.27	0 0.00	2 0.27
		Assigned to Individual Total	0 0.00	5 0.44	0 0.00	5 0.44
	Assigned Group Total		3 2.44	469 0.90	2 3.23	474 0.92
Customer Company Total			3 2.44	469 0.90	2 3.23	474 0.92

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Detail

INC000000579001	Elsie Langi	None	None	None		TIR Missed: Yes	217.97
	Technical Lead/Project Manager	Fred Schmidt	Public Safety	Low	Resolved	TTR Missed: Yes	217.99
INC000000584135	Laonna Davis	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Closed	TTR Missed: No	
INC000000584689	Jim Matthies	None	None	Microsoft Windows XP Professio		TIR Missed: No	0.02
	Rural North Desktop Support	Neil Smedley	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000584956	Denice Smith	Application	Reporting	Novell GroupWise		TIR Missed: Yes	2.17
	Application Services	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	3.90
INC000000585213	Tara Behunin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: Yes	7.34
INC000000585231	Steven Crow	Application	Password	Utah Master Directory		TIR Missed: No	0.65
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	1.01
INC000000585794	Valerie Garrett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000585876	Ellen Obray	None	None	None		TIR Missed: No	0.15
	Application Development	Hung Nguyen	Public Safety	Medium	Closed	TTR Missed: Yes	5.42
INC000000585877	Michelle Hunt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000585879	Carol Bagshaw	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000585881	Bunny Gooch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000585885	Maurine Penrod	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.50
INC000000585911	Darren Bowles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000585917	Beverly Edmundson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.73
INC000000585932	Brad Bartholomew	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.56
INC000000585970	Susan Thomas	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	2.60

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INC000000586047	Marge Dalton	Telecom	None	Telephone		TIR Missed: No	0.12
	Voice/Data/WAN Services	Mark Thomas	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000586074	Laura Russell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586077	Ellis Alexander	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586080	Debbie Howell	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586134	Lisa Nielsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586168	Tracy Paletta	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	4.32
INC000000586190	Alexis Nelson	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586196	Ashley Nicholas	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586206	Mark Panos	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586283	Melanie Monroe	Telecom	Hardware	Telephone		TIR Missed: No	0.80
	Voice/Data/WAN Services	Mark Thomas	Public Safety	Low	Closed	TTR Missed: No	0.80
INC000000586322	Nolan Mitchell	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586333	Shara H Birt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000586375	Alan Nygard	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.36
INC000000586380	Joan Foust	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.37
INC000000586382	Jessica Giatras	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.43
INC000000586399	Janet Read	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.18
INC000000586421	Ty Bailey	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000586447	Chad Grundy	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586451	Michele Marfori	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586462	Jennifer McNair	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586464	Amberlee Neibaur	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586465	Scott McDaniel	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586468	Mike Hepworth	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586473	Glen Porter	Application	Reporting	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586503	Samantha Carroll	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.17
INC000000586552	David Rumfield	Application	None	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.18
INC000000586609	Tracy Paletta	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.21
INC000000586657	Della Miller	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586668	Tonya Day	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586690	Mark Panos	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: Yes	6.15
INC000000586716	Patrice Thomas	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	4.82
INC000000586732	Chad Grundy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586774	Marc Atkinson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000586793	Marc Atkinson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000586796	Jason Robb	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000586816	Nichole J Rilk	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.37
INC000000586832	Shanna Durrant	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000586834	Leroy Crawford	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.18
INC000000586837	Marlon Mendoza	Application	Reporting	Novell Messenger	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.15
INC000000586854	Joan Foust	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Danielle Hood	Public Safety	Low Closed	TTR Missed: No	1.15
INC000000586893	Aiveni Taufa	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.05
INC000000586987	Leroy Crawford	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	5.70
INC000000587053	Susan Thomas	Application	Reporting	Novell GroupWise	TIR Missed: No	0.91
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	3.70
INC000000587136	Michelle Hunt	EIS Hardware	None	None	TIR Missed: Yes	1.46
	Strategic Communications	Luis Larios	Public Safety	Low Closed	TTR Missed: No	5.35
INC000000587183	Michelle Hunt	EIS Hardware	None	None	TIR Missed: No	0.66
	Strategic Communications	Luis Larios	Public Safety	Low Closed	TTR Missed: No	5.59
INC000000587189	Jessica Giatras	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587232	Pat Bersie	Telecom	Voice Mail	Telephone	TIR Missed: No	0.39
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low Closed	TTR Missed: No	0.56
INC000000587237	Pat Bersie	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	0.89
INC000000587251	Kira Salmond	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587357	Ralph Earl	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587384	Brenda Lane	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000587401	Kim Passey	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587425	Alexis Nelson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587434	Diane Norton	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587474	Chris Barber	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587479	Deanna Olsen	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587483	Michelle Hunt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587498	Jacob Dunn	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587500	Stephanie Page	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.04
INC000000587567	Mike Hepworth	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587601	Don Cobb	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	0.23
INC000000587604	Shanna Durrant	Application	Reporting	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.24
INC000000587611	Don Cobb	Telecom	Hardware	None	TIR Missed: No	0.09
	Voice/Data/WAN Services	Mitch Hood	Public Safety	Low Closed	TTR Missed: No	0.35
INC000000587656	Samantha Carroll	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587658	Kammon Hiatt	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587664	Cameron Roden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587690	Brenda Barney	Print/Copy/Scan/Fax	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000587703	Nancy Hooton	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000587819	Jacob Cox	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000587830	Sandra Pratt	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000587917	Dennis Walker	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000587951	Nannette Rolfe	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.13
INC000000587998	David Popelmayer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000588093	Della Miller	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588118	Sarah Dunn	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588148	Mike Riley	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588157	Jennifer M Stone	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588159	Marge Dalton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588165	Tim Start	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588181	Charlene Richards	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588206	Keri Nielsen	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588247	Susan Olsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588262	Shirlene Magnuson	Application	Reporting	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.62
INC000000588268	Brian Koch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000588295	Paula Delsigne	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000588326	Kyleen Hoover	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588332	Samantha Carroll	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588354	Della Estrada	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588432	Toni Brown	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588435	Amy Cox	Application	Reporting	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.34
INC000000588483	Cindee Mikesell	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588532	Kyleen Hoover	Application	None	Utah Criminal Justice Informatio	TIR Missed: Yes	1.04
	Metro C Help Desk	Cindy Romrell	Public Safety	Medium Closed	TTR Missed: No	1.04
INC000000588554	Diane Norton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.17
INC000000588590	Ashley Nicholas	EIS Hardware	None	None	TIR Missed: No	0.15
	Strategic Communications	Dennis Rogers	Public Safety	Low Closed	TTR Missed: No	0.15
INC000000588645	Marge Dalton	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.70
INC000000588710	Steve Salas	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588758	Chad Hecker	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588817	Terry Buck	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588822	Marianne Bauman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588830	Kim Petersen	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588859	Marilyn Watson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.21
INC000000588860	Diane Norton	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000588862	Nichole J Rilk	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588863	Teresa Paredes-Pozas	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588864	Marilyn Watson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588894	Brody Wintle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000588921	Brody Wintle	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.17
INC000000588944	Samantha Carroll	Application	Error	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.18
INC000000588971	Samantha Carroll	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589001	Mark Panos	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.47
INC000000589047	Ashley Nicholas	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589068	Terry Buck	Application	Reporting	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589078	Lauralee Blue	Telecom	Voice Mail	Telephone	TIR Missed: No	0.17
	Voice Operations	Gail Christiansen	Public Safety	Low Closed	TTR Missed: No	0.17
INC000000589116	Nathan Powell	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589117	Sarah Crane	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589158	Kristina Johnson	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.31
INC000000589188	Sherri Thorsen	Application	Reporting	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.02
INC000000589211	Sean Obrien	None	None	None	TIR Missed: No	0.29
	Capitol Hosting	Mike Tyrrell	Public Safety	High Closed	TTR Missed: No	0.29
INC000000589366	Zack Todd	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000589367	Mason Haycock	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000589368	Barbara Barton	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000589439	Angela Cheney	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000589533	Nate De La Cruz	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000589549	Susan Thomas	Application	Error	Internet Explorer		TIR Missed: No	0.27
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	2.52
INC000000589554	Kevin Elmer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	3.31
INC000000589582	Brooks Wiley	Telecom	Voice Mail	Telephone		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.91
INC000000589602	Michelle Owen	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.74
INC000000589625	Alan Nygard	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.44
INC000000589664	Derrick Buys	Application	Password	Utah Master Directory		TIR Missed: No	0.44
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.44
INC000000589665	John Holt	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000589666	John Holt	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
INC000000589714	Keri Gibson	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.98
INC000000589721	Mary Ellen Monroe	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.85
INC000000589759	John Holt	Storage	Mainframe	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.18
INC000000589762	Karen Elliott	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.01
INC000000589810	Margaret Howells	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.27

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INC000000589811	Claire Hermanson	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.26
INC000000589813	Miya Finney	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.23
INC000000589818	Florine Tapaha	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.04
INC000000589842	Denise Spillman	Telecom	Voice Mail	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589876	John Sheets	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589878	James Wright	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000589886	Ty Bailey	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	0.47
INC000000589915	David Popelmayer	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	1.34
INC000000589995	Denise Gotch	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.11
INC000000590087	Todd Royce	Application	Error	FATPOT	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000590112	Kathy Whicker	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000590137	Deanne Mousley	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.15
INC000000590145	John Holt	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000590151	Dave Tafoya	Application	Reporting	Novell Messenger	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.05
INC000000590164	Tim Start	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.79
INC000000590217	Jennifer Stefanoff	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.20
INC000000590224	Claron Branchley	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.09

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INC000000590283	Larry Mower	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.88
INC000000590286	Tara Behunin	Telecom	Voice Mail	Telephone		TIR Missed: No	0.32
	Voice Operations	James Gifford	Public Safety	Low	Closed	TTR Missed: No	1.80
INC000000590303	Amisha Lester	None	None	None		TIR Missed: No	0.49
	Enterprise Security	Sharon Smith	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000590307	Margaret Howells	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.68
INC000000590311	Carlynn Scott	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000590323	Marlon Mendoza	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.70
INC000000590370	Darren Bowles	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000590452	Susan Romano	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.57
INC000000590601	David Rumfield	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000590616	Clint Fawson	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000590690	Jessica Giatras	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.53
INC000000590693	Nichole J Rilk	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.48
INC000000590735	Samantha Carroll	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.19
INC000000590764	Bianca Velasquez	None	None	None		TIR Missed: No	0.01
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Closed	TTR Missed: No	0.21
INC000000590913	Peggy Young	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000590916	Charlene Richards	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000590922	Marlon Mendoza	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000590928	Brittany Perry	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000590973	Cindy Kobs	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.10
INC000000590977	Jacob Dunn	PC/Laptop	Performance	Persystent Suite	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.17
INC000000591027	Anita Tanner	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.31
INC000000591043	Linda Petty	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	2.77
INC000000591169	John Mitchell	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Public Safety	Low Closed	TTR Missed: No	0.65
INC000000591374	Ralph Earl	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.12
INC000000591421	John Crofts	Telecom	None	None	TIR Missed: No	0.67
	Voice Operations	Gail Christiansen	Public Safety	Low Closed	TTR Missed: No	1.46
INC000000591582	Kathy Facer	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.08
INC000000591682	Ellen Obray	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000591740	Sandra Pratt	Network	Error	Utah Drivers License System	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000591758	Jessica Giatras	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000591802	Nicole Cook	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000591818	Nicole Cook	Application	Password	Utah Master Directory	TIR Missed: No	0.30
	Help Desk	Eileen Dubach	Public Safety	Low Closed	TTR Missed: No	0.30
INC000000591820	Peggy Young	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.36
INC000000591882	Melanie Monroe	Telecom	Call Management	None	TIR Missed: No	0.06
	Voice Engineering	Debbie Bauman	Public Safety	Low Closed	TTR Missed: No	0.06
INC000000591891	Kerry Corona	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000591922	Shannon Collins	Application	Password	Content Manager	TIR Missed: Yes	2.32
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	2.32
INC000000592002	Jana Demille	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.27
INC000000592032	Stephen Bevan	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592036	Cecilia Walker	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592055	Nicole Cook	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.12
INC000000592059	Tom Worner	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.02
INC000000592061	Steven Martin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592063	Donavan Lucas	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592065	Gary Riches	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592107	Ben Herendeen	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.03
INC000000592170	Ryan Gurney	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.20
INC000000592233	Randy Riches	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.22
INC000000592234	Kammon Hiatt	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.23
INC000000592235	Terry Woodward	Application	Error	FATPOT	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.26
INC000000592305	Christine Green	Application	Password	None	TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	Public Safety	Low Closed	TTR Missed: No	0.29
INC000000592424	Beth Poulsen	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.21
INC000000592433	Magie Bode	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000592443	Greg Willmore	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.57
INC000000592457	Pam Jorgenson	EIS Hardware	None	None	TIR Missed: No	0.26
	Strategic Communications	Luis Larios	Public Safety	Low Closed	TTR Missed: No	2.87
INC000000592474	Lillette Day	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592478	Mark Panos	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592523	David Rumfield	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	0.84
INC000000592524	David Rumfield	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	2.63
INC000000592580	Katie Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592618	Bianca Velasquez	Application	Password	Utah Master Directory	TIR Missed: No	0.09
	Help Desk	Brenda Treadway	Public Safety	Low Closed	TTR Missed: No	0.09
INC000000592635	Bobby Wilde	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592659	Nannette Rolfe	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592671	Kalee Taylor	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592680	Todd Kreitzer	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592741	Rosalie Kirk	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.59
INC000000592772	Brett Gehring	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592778	Barton Blair	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592782	Bruce B Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000592787	Chris Newlin	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000592791	Justin Cloward	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000592793	Christopher Parkins	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000592810	Jacob Cox	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000592826	Lillette Day	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000592844	Denyce Petersen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.57
INC000000592849	Katie Cook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593028	Christine Green	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593056	Jennifer Escalera	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593073	Rick Geertsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593125	Amy Cox	Application	Reporting	Novell GroupWise		TIR Missed: No	0.37
	Application Services	Dustin Crump	Public Safety	Low	Closed	TTR Missed: No	1.04
INC000000593142	Jessie Viramont	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593186	Jessie Viramont	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593190	Nicole Cook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593211	Zachary Hunt	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593240	Marianne Bauman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593241	Toni Brown	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593266	Shanna Michelsen	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000593274	Nicole Cook Voice Operations	Telecom Gail Christiansen	Call/Receive Public Safety	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.20
INC000000593282	Denice Smith Metro C Help Desk	Application Cindy Romrell	Password Public Safety	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.93
INC000000593297	Pat Bersie Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	None Public Safety	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.10 2.12
INC000000593309	Ryan Longman Capitol Desktop Support	Print/Copy/Scan/Fax Tom Hanson	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.95 1.95
INC000000593316	Jona Whitesides Capitol Desktop Support	Network Tom Hanson	Performance Public Safety	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.87 1.96
INC000000593351	Michael Nanney Metro C Help Desk	Network Bill Hall	Performance Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000593402	Roy Carlson Metro C Help Desk	Application Bill Hall	Password Public Safety	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.76
INC000000593428	Preston Hurst Metro C Help Desk	Application Cindy Romrell	Error Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593467	Stacy Debban Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593472	Joe W Thomas Help Desk	Application Brenda Treadway	Password Public Safety	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593509	Kris Repp Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.20
INC000000593644	Laura Russell Metro C West Desktop Support	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593646	Jacob Cox Metro C West Desktop Support	PC/Laptop Torrens Arnold	Hardware Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593650	Alan Jensen Metro C West Desktop Support	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593653	Todd Royce Metro C West Desktop Support	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593654	Todd Royce Metro C West Desktop Support	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593660	Leroy Crawford Metro C Help Desk	Print/Copy/Scan/Fax Bill Hall	Incident Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10

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INC000000593662	Barbara Hillas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.05
INC000000593732	Valerie Webster	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000593842	Malinda Perkins	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000593977	Suzanne Clingman	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594006	Bonnie Stewart	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594041	Denyce Petersen	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594065	Jayme Garn	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	
INC000000594116	Lisa Nielsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594130	Jessie Viramontes	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594133	Jake Unguren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.79
INC000000594166	Sandra Pratt	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Public Safety	Low	Closed	TTR Missed: No	2.42
INC000000594183	Brad Bartholomew	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000594195	Brad Bartholomew	Telecom	Dial Tone	Telephone		TIR Missed: No	0.14
	Voice/Data/WAN Services	Mitch Hood	Public Safety	Low	Resolved	TTR Missed: No	0.20
INC000000594235	Joe Thornton	Network	None	None		TIR Missed: No	0.02
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.53
INC000000594292	Barbara Hillas	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594297	Jill Fraughton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000594410	Jeanette Lopez	None	None	None		TIR Missed: Yes	1.11
	Capitol Hosting	Matt Dunlap	Public Safety	High	Closed	TTR Missed: No	1.95

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INC000000594452	Marianne Bauman Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000594474	Seth Dalton Metro C West Desktop Support	Application Torrens Arnold	Password Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594481	Robert Burns Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594520	Kim Passey Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594627	Rick Oaks Metro C Help Desk	PC/Laptop Bill Hall	Performance Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.30
INC000000594718	Joe Clasby Metro C West Desktop Support	Application Torrens Arnold	Error Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594753	Becky Jones Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594786	Denise Spillman Capitol Desktop Support	Application Tom Hanson	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.43 5.73
INC000000594791	Debbie Haskin Metro C Help Desk	Application Bill Hall	Password Public Safety	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 1.82
INC000000594885	Kaab Malik Metro C Help Desk	Application Bill Hall	Password Public Safety	Content Manager Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.10
INC000000594888	Tim Start Metro C Help Desk	Application Bill Hall	Error Public Safety	Utah Drivers License System Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.07
INC000000594911	Dave Tafoya Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594914	Mary Ellen Monroe Metro C Help Desk	Application Bill Hall	Error Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.60
INC000000594965	Jill Laws Metro C West Desktop Support	None Jared B Jensen	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594982	Dwayne Baird Metro C West Desktop Support	None Jared B Jensen	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594988	Tara Behunin Capitol Desktop Support	Application Tom Hanson	None Public Safety	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: Yes	0.30 6.76
INC000000594990	Denyce Petersen Metro C West Desktop Support	None Jared B Jensen	None Public Safety	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000595057	Jeremy Bergener Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595073	Barbara Hillas Metro C Help Desk	Network Cindy Romrell	None Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595088	Debbie Haskin Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595133	Levi Winward Help Desk	Application Julie VanBeekum	Error Public Safety	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.16 0.36
INC000000595191	Jeff Willmore Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595613	Sterling Clark Rural Central Desktop Support	PC/Laptop Gerald Adams	Hardware Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 3.20
INC000000595646	Kimberly Giles Capitol Desktop Support	Network Tom Hanson	Incident Public Safety	iPhone Low	TIR Missed: No TTR Missed: No	0.43 1.94
INC000000595649	Joe Dougherty Application Services	Mobile Devices Danielle Hood	None Public Safety	iPhone Low	TIR Missed: No TTR Missed: No	0.04 2.30
INC000000595671	Randall Richey Metro C West Desktop Support	Application Torrens Arnold	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595674	Dana Kramer Metro C West Desktop Support	Application Torrens Arnold	Error Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595682	Melanie Monroe Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595691	Erin Nixon Metro C Help Desk	Application Bill Hall	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000595708	Lynda Reinstein Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595724	Michelle Hunt Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595763	Lynda Reinstein Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595794	Sterling Clark Rural Central Desktop Support	PC/Laptop Gerald Adams	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 1.45
INC000000595832	Ted Woolley Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 3.16

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INC000000595835	Kira Goold	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.10
INC000000595836	Charles Collett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000595859	Diana Holt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000595874	Diana Holt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000595878	Suzanne Clingman	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000595884	Suzanne Clingman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000595890	John Mitchell	Application	None	Gmail	TIR Missed: Yes	1.25
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low Resolved	TTR Missed: No	4.24
INC000000595904	Sterling Clark	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Resolved	TTR Missed: No	1.11
INC000000595914	Alicia Williams	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000596039	John Holt	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	3.37
INC000000596042	Trisha Solvason	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.63
INC000000596090	Barbara Barton	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000596093	Jacob Cox	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000596136	Teri Carter	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000596186	Lance Tyler	Telecom	Feature	Telephone	TIR Missed: No	0.17
	Voice Operations	Kelly Johnson	Public Safety	Low Resolved	TTR Missed: No	0.88
INC000000596199	Sharon Juretech	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000596339	John Holt	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000596378	Bonnie Bennett	Network	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596390	Connie Simper	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596416	Charles Collett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596519	Connie Simper	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000596520	Brenda Mosuela	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596553	Lillette Day	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596576	Wendy Reese	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596637	Coulter Baldes	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596671	Jed Crittenden	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.18
INC000000596696	Sandra Pratt	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	2.28
INC000000596730	Becky Jones	Telecom	None	None		TIR Missed: No	0.60
	Voice Operations	James Gifford	Public Safety	Low	Resolved	TTR Missed: No	0.60
INC000000596808	Lance Tyler	Telecom	Dial Tone	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Mark Thomas	Public Safety	Low	Resolved	TTR Missed: No	0.63
INC000000596890	Janet Thompson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000596961	Jess Anderson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
	Voice Operations	Gail Christiansen	Public Safety	Low	Resolved	TTR Missed: No	0.16
INC000000596989	Liz Hawkins	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000596990	Pat Bersie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.07
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.50
INC000000597010	Brian Spillman	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000597018	Tyler Roberts	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597106	Saad Malik	Application	Reporting	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.25
INC000000597192	Carol Bagshaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597202	Mark Romrell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597209	Debbie Clark	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597212	Coulter Baldes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597234	Sandra Pratt	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597244	Roger Jensen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597270	Amanada Yelli	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597272	Debbie Darger	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597296	Diane Norton	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597341	Kaycie Deem	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000597377	Kaycie Deem	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000597382	Emma Garcia	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000597438	Della Estrada	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.30
INC000000597463	Cheryl C Harrison	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.11
INC000000597468	Janet Thompson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000597469	Jessica Steele	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.06
INC000000597548	Tim Start	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000597552	Raymond Thomson	Network	Incident	None	TIR Missed: No	0.15
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.73
INC000000597556	Raymond Thomson	PC/Laptop	Hardware	None	TIR Missed: No	0.34
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.34
INC000000597640	Sheila Case	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000597700	Cassandra talbot	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000597740	Sueann Crowley	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000597792	Anna Boynton	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000597856	Brad Bullock	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.03
INC000000597858	Jeremy Horne	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.03
INC000000597907	Jeff Rowell	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000598077	Shayne Terry	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000598079	Dave Moreno	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000598184	Samantha Carroll	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000598196	Mark Romrell	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000598206	Connie Simper	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000598216	Adam Mcdonald	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000598265	Tyler Kotter Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598331	Grant Hintze Help Desk	Network Julie VanBeekum	Performance Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598339	Becky Jones Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598353	Leroy Crawford Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598421	Jason Chapman Metro C West Desktop Support	None Brian Bobo	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598486	Debbie Clark Metro C Help Desk	Application Bill Hall	Error Public Safety	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000598556	Phyllis Beatie Help Desk	Application Julie VanBeekum	None Public Safety	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598658	Sharon Harward Metro C Hosting	Application Scott Gabbert	Error Public Safety	None High	Resolved	TIR Missed: No TTR Missed: Yes	0.12 5.09
INC000000598686	Todd Gold Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598696	Diane Norton Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598747	Patrice Thomas Application Services	Mobile Devices Dustin Crump	Error Public Safety	Novell GroupWise PDA Connec Low	Resolved	TIR Missed: No TTR Missed: No	0.29 1.76
INC000000598760	Ted Woolley Capitol Desktop Support	None Joshua Furgason	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598824	Ethan Davie Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Public Safety	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.11 1.30
INC000000598829	Kaab Malik Metro C Help Desk	Application Cindy Romrell	None Public Safety	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598835	Rachel Conner Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598932	Shaun McWilliams Metro C Help Desk	Network Cindy Romrell	None Public Safety	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598950	Bianca Velasquez Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.32

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INC000000598963	Amanada Yelli	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599025	Holly Callahan	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599030	Shellie Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599047	Jeanette Lopez	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599079	Katie Cooke	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599080	Katie Cooke	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599098	Sean Obrien	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599260	Debbie Darger	Network	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599267	Nolan Mitchell	Network	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599303	Margaret Kettle	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599411	Lauralee Blue	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599417	Michelle Owen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599425	Carla Ivie	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599428	Nichole J Rilk	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599431	Michelle Owen	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599432	Mike Hepworth	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000599448	Margaret Kettle	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000599484	Alicia Williams	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599516	Denice Smith	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599564	John Holt	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599641	Barbara Hillas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599694	Todd Kreitzer	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599740	Charlene Richards	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599774	Kris Repp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.64
INC000000599780	Michael Wahl	Network	None	None		TIR Missed: No	0.36
	Metro B Help Desk	Todd Manning	Public Safety	Low	Resolved	TTR Missed: No	0.67
INC000000599838	Marge Dalton	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.47
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.47
INC000000599839	Denise Spillman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.56
INC000000599852	Sharon Juretech	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599859	Liz Hawkins	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599863	Rey Thompson	None	None	None		TIR Missed: No	0.69
	Network Operations	Kelli Okumura	Public Safety	Low	Closed	TTR Missed: No	0.73
INC000000599869	Derek Clingman	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000599899	Hoby Metz	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600055	Michael Calvin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600079	Pam Jorgenson	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000600279	Leroy Crawford	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600331	Sheila Case	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600334	Jalaine Hawkes	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600361	Ralph Earl	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600367	Debbie Clark	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600372	Debbie Clark	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600377	Tiffany Dickamore	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600402	Barbara Hillas	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600423	Leonard G Brown	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600434	Gabby Macconaghy	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600454	Debbie Clark	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600459	Levi Winward	Application	None	Novell GroupWise		TIR Missed: No	0.30
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.30
INC000000600477	Michael Calvin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600498	Marcie Eaton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600601	Steve Shaffer	Telecom	Voice Mail	None		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	1.07
INC000000600833	Amber Legg	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600845	Miya Finney	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.91

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INC000000600869	Joe Kros	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.48
INC000000600874	Joe Moosman	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.46
INC000000600904	John Crofts	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600905	Geina Foldesi	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.06
INC000000600911	Joe Kros	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600929	Susan Thomas	Network	Error	None		TIR Missed: No	0.44
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	3.85
INC000000600970	Brenda Barney	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000600977	Amber Legg	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601027	Misty Slocum	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601123	Leroy Crawford	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601125	Sam Peck	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601129	Jeffery Breinholt	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601152	Claudia K Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601194	Amber Legg	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.10
INC000000601294	Della Estrada	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000601352	Steve Shaffer	Telecom	Voice Mail	Telephone		TIR Missed: No	0.43
	Voice Operations	Kelly Johnson	Public Safety	Low	Resolved	TTR Missed: No	0.43